

PLEASE POST CONSPICUOUSLY

LACKAWANNA CIVIL SERVICE COMMISSION

Mark Moretti
Commissioner

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Cesare Cardi
Commissioner

CITY OF LACKAWANNA

EXAMINATION OPEN TO THE PUBLIC FOR

COMPLAINT WRITER-DISPATCHER

Exam No 60014

\$10.00 Filing Fee
Check or Money Order Only

Open competitive examination No. 60014, **COMPLAINT WRITER-DISPATCHER**, CITY OF LACKAWANNA,
Dept. of Public Safety. Salary:\$44,919.

EXAMINATION DATE

LAST DATE FOR FILING APPLICATION

September 10, 2016

July 20, 2016

RESIDENCY REQUIREMENT: Candidates must have been legal residents of the City of Lackawanna for at least four (4) months immediately preceding the date of the exam and be legal residents of the City of Lackawanna at the time of appointment.

MINIMUM QUALIFICATIONS: Graduation from high school; or any equivalent combination of training and experience.

GENERAL STATEMENT OF DUTIES: Operates radio, telephone, and computer units at police headquarters to receive and relay police calls; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for manning the complaint desk and police console on a rotating basis during an assigned shift. Employees of this class must be able to function calmly in emergencies and to take appropriate action efficiently. Additional duties are of a routine clerical nature. Work is performed under the general supervision of a higher ranking member of the police department in accordance with established policy.

SUBJECTS OF EXAMINATION: Written test will cover knowledge, skills, and/or abilities in such areas as:

1. Coding/Decoding Information.
2. Following Directions (Maps)
3. Retaining and Comprehending Spoken Information From Calls For Emergency Services.
4. Name and Number Checking.
5. Understanding and Interpreting Written Material.

EXAMPLES OF WORK: Provides information and receives complaints by telephone and at information window of police headquarters; operates radio equipment to dispatch police officers and dog warden; maintains continuous status and location records of patrol vehicles; prepares a Daily Bulletin of activities; records and files complaints and accident reports; compiles information for police department reports and updates location files and other records; operates video display unit to enter information or make inquiries of computer files; monitors police frequencies; operates phone patch system to establish contact between duty physicians and ambulances; collects fines and issues receipts for parking violations and other similar matters; obtains information for police officers on patrol from department files and from computer data; monitors fire and burglar alarms, dispatches necessary personnel and equipment and maintains required alarm records; contacts by radio, personnel of various city departments as needed in emergencies; operates basic office equipment and computer; performs such duties as required as new procedures or technology are developed; shall perform other duties as prescribed by the Chief of Police.

USE OF CALCULATORS IS ALLOWED

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:

Good knowledge of the operation of radio and telephone equipment; good knowledge of the geography of the city; ability to perform calmly and efficiently in emergency situations; ability to maintain records and prepare reports; ability to understand and follow oral written instructions; ability to write legibly; clerical aptitude; good judgment; good hearing and clear diction; courtesy; good physical condition.

LISTENING TEST: The written test series for public safety dispatchers will include an audio-based test for all hands-on public safety dispatchers and related titles. It is called Retaining and comprehending spoken information from calls for emergency services. The Listening Test uses two media: booklet(s) and audio CD. After each call is played, candidates will read questions in a test booklet and answer them on a standard answer paper. This type of test has been used many times on a statewide basis and has proven to be very satisfactory, both in terms of test administration and in the validity of results. You will be given specific test administration information when the test materials are sent to you.

PERFORMANCE TEST: A performance test will also be held at a later date, to be announced. The written test will be a ranking test and the performance test will be a qualifying (pass/fail) test. You must pass both the written and performance tests to be considered for appointment. You will not be called to the performance test unless you have passed the written test. Since the performance test is qualifying (pass/fail), if you pass the performance test your final score for the examination will be the score that you achieve on the written test. **Candidates who fail the performance test will be permitted a retest which will be given on the same day as the original performance test.**

Candidates may be invited to the performance test in the order of the scores they achieve on the written test. The Lackawanna Civil Service Commission reserves the right to give the performance test to only as many candidates as are needed to fill available vacancies.

The test will be administered on a conventional personal computer (PC). You will be using a conventional PC keyboard, but you will not be using a mouse.

SUBJECT: The test consists of three parts, each preceded by a separate practice session. It will test your ability to enter the kinds of information that dispatchers and related personnel must process for fire, police, and emergency medical services. You will not need any specific information prior to the test, rather, complete on-screen instructions will tell you all that you need to know in order to take the test. In order to pass, you must enter the data at a rate of at least 6,000 keystrokes per hour (which is equal to typing approximately 20 words per minute), with an accuracy rate of at least 97.5%.

NOTE: SEE ATTACHED EXPANDED SCOPE STATEMENT

This written examination is being prepared and rated by the New York State Department of Civil Service in accordance with Sec. 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this written examination.

Notice to Candidates: Unless otherwise notified, candidates are permitted to use quiet, hand-held solar or battery powered calculators. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited. Use of books and other reference material is prohibited.

Saturday Religious Observer: Most written tests are held on Saturdays, if you cannot take the test on the announced test date due to a conflict with religious observances or practice, indicate this on your application. We will make arrangements for you to take the test on a different date.

Persons with Disabilities: If special arrangements are required for testing, indicate this on your application.

Military Service Members: If you apply for an examination during the filing period but are on active military duty on the date the examination is scheduled, you may request a military makeup examination. Contact the Lackawanna Civil Service Commission for more information. If you are on active duty or discharged after the filing period has begun, you may apply for the examination up to ten days before the test date.

Veterans: Disabled and Non-disabled veterans as defined in Sec. 85 New York State Civil Service Law, will have 10 and 5 points respectively added to an earned passing score on the exam. You should claim these credits when you file your application (file application for veteran's credits and present a copy of DD214 Military Discharge) but you have the option to waive the credits any time prior to appointment. If you have already used these credits you may not use them again. **Special Notice to Active Duty Members of the Armed Forces:** Effective 1/1/98 the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. No credit may be granted after the establishment of the list. It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of the Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits.

In accordance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

Background Investigation: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

How to Apply: Application forms are available at the Lackawanna Civil Service Commission Office, Room 213 City Hall, Lackawanna, N.Y. **Completed applications must be RECEIVED & FILED** with the Lackawanna Civil Service Commission Office, 213 City Hall, Lackawanna, N.Y. 14218 **ON OR BEFORE JULY 20, 2016 BY 12:00PM EST.**

Application Fee: NYS has mandated that a fee of \$10 is required for each separately numbered examination for which you apply. The required fee must accompany your application. **Send or bring check or money order** made payable to the Lackawanna Civil Service Commission and write the examination number(s) on your check or money order. **DO NOT SEND OR BRING CASH.** As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.

Application Fee Waiver: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. **All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement.**

Provide Civil Service Commission in writing of any changes in address or telephone number as soon as possible. Notifying the Post Office to forward mail is not effective to ensure that notices for examinations or appointments will reach you. You may obtain a change of address form from the Civil Service Commission Office located at City Hall, 714 Ridge Rd., Room 213, Lackawanna, NY 14218. **RETURNED MAIL MAY RESULT IN THE REMOVAL OF YOUR NAME FROM THE ELIGIBLE LIST.**

Multiple Examinations Scheduled For The Same Day: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center.

ADMISSION TO EXAMINATION: Notice to appear for the test will be conditional, as review of application for minimum requirements may not be made until after the written test. Call or write this Commission if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

BY ORDER OF:

LACKAWANNA CIVIL SERVICE COMMISSION

Publish: 6/29, 7/6, 7/13

EXPANDED SCOPE STATEMENT**1. CODING/DECODING INFORMATION**

These questions test for the ability to follow a set of coding rules. Some questions will require you to code information by converting certain information into letters or numbers. Other questions will require you to decode information by determining if the information that has already been converted into letters or numbers is correct. Complete directions will be provided; no previous knowledge of or training in any coding system is required.

2. FOLLOWING DIRECTIONS (MAPS).

These questions test your ability to follow physical/geographic directions using street maps or building maps. You will have to read and understand a set of directions and then use them on a simple map.

3. RETAINING AND COMPREHENDING SPOKEN INFORMATION FROM CALLS FOR EMERGENCY SERVICES.

These questions test for your ability to retain specific information that is heard in calls for emergency service, such as a street address, or to comprehend spoken information from emergency service calls, such as determining the location of a site in relation to landmarks. Simulated 911 calls will be played on audio CD. Immediately following each call, candidates are given audio instructions identifying which questions they are to answer within the test booklet. The questions that candidates are directed to answer for each simulated call will not be in sequential order. Candidates will need to retain and comprehend the information and instruction provided in this portion of the test to respond appropriately to the questions asked and to determine which questions to answer. The time allotted to answer these questions will be limited. At the end of each answer period, the CD will automatically play the next call. Note paper will be provided. Candidates will be permitted to take notes and to refer to them when answering the questions.

4. NAME AND NUMBER CHECKING.

These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

5. UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL.

These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.